

## **Projects Requiring Special Handling**

Verizon customers have the opportunity to request special handling for unique or large-volume order activity that requires a particular type of coordination which results in defined deviation from normal business practices and system edits on the part of both the customer and Verizon. This special handling is called a “project”<sup>1</sup> and exists both on the Retail and Wholesale sides of the business. In Retail, a project could be a large POTS to Centrex or PBX conversion that would require coordination between the customer, the Verizon business office, the Verizon downstream provisioning forces (central office and field) and Verizon site support. Negotiated critical dates, times, and customized provisioning and feature packages are part of the effort. In addition to this scenario, examples of Projects requiring special handling for CLECs also include: migrations of many end users to the CLEC’s platform acquired simultaneously from either Verizon or another CLEC in a business acquisition such as a bankruptcy (however this process is described in detail in the NY PSC Case 00-C-0188 Order dated December 4, 2001 (<http://www.dps.state.ny.us/fileroom/doc10880.pdf>) and is not part of this appendix); line or feature changes to an entire CLEC customer base (for example, hundreds of thousands of changes to the PIC or LPIC or blocking of certain types of services); high volumes of hot-cuts in the same central office where special handling and communication between the CLEC and Verizon is critical; and large jobs involving a large, sensitive customer such as a hospital or government agency. This special handling/coordination is of great benefit to the customer and ensures timely installation on the negotiated due dates and accurate provisioning of requested services associated with a large request or unusual circumstances. This special handling is also of benefit to Verizon in controlling and managing potentially disrupting workflow.

To serve the CLECs in this area, each Verizon Wholesale National Market Center (NMC) has established a “project group” staffed by representatives and managers. These groups are expert in provisioning these large, complex and sensitive requests. They act as the Single Point of Contact to the CLEC and provide the CLEC a conduit for communications throughout the entire project. The project team works the project LSRs in aggregate, as opposed to random distribution throughout the general NMC representative population. This level of service can provide the CLEC specialized instruction, directions for completing LSRs, up-to-the-minute status, and can eliminate delay and re-work that might normally arise out of a query on an incorrectly filled out LSR. To that end, order information is typically organized and scrubbed to ensure accuracy. This specialized support also facilitates real time correction of facilities issues such as “working pairs” and “no dial tone” situations on a hot-cut.

To the extent that this specialized project support causes Verizon to miss certain metrics, Verizon will exclude the PONS associated with the project from specific ordering and provisioning metrics. For example, a CLEC might elect to transmit all orders for the entire project at once yet, schedule the implementation and resulting due dates at varying later times.

---

<sup>1</sup> This project description does not apply to those orders that Verizon unilaterally requires a project be established (e.g. routine CLEC to CLEC migrations).

Upon agreement from both Verizon and the CLEC that the work will be handled as a project the CLEC will transmit either electronically or in writing the following information:

1. A list of PONs to be associated with the project.
2. A unique PON identifier.
3. Start date
4. Approximate completion date
5. A definition of the special handling to be required by the project and the requested deviations from standard business practices due to the project.

Verizon will exclude such PONs from specific metrics as shown in Table A. Table B lists measurements that would only be excluded if circumstances warrant. The metrics and the circumstances for exclusion are identified below.

Based on the project specifications, including completion criteria, that Verizon personnel receive (or based on a copy of the CLEC project specifications forwarded by CLEC metrics personnel), Verizon will at the CLECs request alert the CLEC of potential Table B metric issues as early in the project planning as possible.

Verizon will provide the affected CLEC and the Commission staff notification of the exclusions via the metrics change control notification process. The change control notification identifies:

1. A list of the specific project PONs to be excluded from the Table B metrics (on a metric by metric basis) associated with the project along with sufficient data to justify the exclusion
2. The data months for which the exclusions will apply.

Should Verizon and the project requesting CLEC not agree on metrics to be excluded, Verizon will initiate the Wholesale Metrics Change Control and the project will proceed. Verizon and the CLEC will attempt to resolve the metrics issue on a business to business basis. Absent agreement, the parties will use the EDR process to resolve the issue.

**Projects requiring special handling will be excluded from the following metrics as appropriate:**

TABLE A

<i>Metric #</i>	<i>Metric Name</i>	<i>Circumstances for exclusion</i>
OR-1	Order Confirmation Timeliness	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that flow through will not be excluded from OR-1.
OR-2	Reject Timeliness	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that automatically reject (flow through) will not be excluded from OR-2.
OR-7	Order Confirmation/Rejects	For manually handled orders. Any special handling will require special resources and handling within Verizon's NMC. Orders that flow through will not be excluded from OR-7.
PR-1 (PR-2 where it still exists)	Average Interval Offered	Special handling frequently results in longer than standard intervals. Verizon may not be able to exclude these via "X" coding per normal process. A PON specific exclusion may be redundant, but will ensure that the longer interval is excluded.
PR-3	Completed within Specified number of Days	Special handling frequently results in longer than standard intervals

**Projects requiring special handling will be excluded from the following metrics if circumstances warrant. This will be determined on a case by case basis and/or at the CLEC's request when the project is being negotiated. Verizon will notify the CLEC of the metric exclusion through the Metrics Change Control process.**

TABLE B

<i>Metric #</i>	<i>Metric Name</i>	<i>Circumstances for exclusion</i>
OR-4	Timeliness of Completion Notification	If the nature of the project or unique circumstances of the account will cause fall out for Post Completion Discrepancy (PCD), orders will be excluded from relevant metrics. For example, if a CLEC knows that it is providing incorrect address information, and requests that the LSRs not be rejected, the order will fall out for correction as a PCD.
OR-5	Percent Flow Through	An order that would in normal circumstances flow through, but does not because manual handling is required for the special project would be excluded
PR-6	Installation Quality	In situations where testing or cooperative testing can not occur through the normal process